**Invitation to Tender**

**Title:** Provision of Occupational Health and Wellbeing services

**Project:** WB003/2017

**Date: 22 May 2017**

**Procurement:** Lester Demmer

**Owner:** Isabel Novas-Gonzalez

**Client:** The Pirbright Institute

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| **Invitation to tender** | **22 May 2017** |
| **Deadline for clarifications** | **19June 2017** |
| **Tender submission deadline** | **26 June 2017** |
| **Invite to present tender (top four scored submissions)** | **Week Beginning 10 July 2017** |
| **Award of contract** | **24 July 2017** |
| **Contract commencement** | **7 August 2017** |

1. **About us**

The Pirbright Institute is a unique national centre that works through its highly innovative fundamental and applied bioscience to enhance the UK capability to contain, control and eliminate viral diseases of animals and viruses that spread from animals to humans. We support the competitiveness of UK livestock and poultry producers, and work to improve the health and quality of life for both animals and people.

The Institute employs around 350 staff plus research students and visiting scientists, and has recently moved to one campus in Pirbright, Surrey, where investment by BBSRC has resulted in a redevelopment of the site and the construction of a high level containment facility – the BBSRC National Virology Centre: The Plowright Building and a SAPO level two facility, BBSRC National Vaccinology Centre: The Jenner Building.

**2.1 Our mission:**

To be the world's leading innovative centre for preventing and controlling viral diseases of livestock.

**2.2 Our vision:**

Apply scientific research to prevent and control viral diseases, protecting animal and human health and the economy.

**2.3 Our values:**

The Pirbright Institute and its staff take pride in being a world-class organisation where knowledge, expertise, facilities, professional excellence and rigorous academic, biosafety and ethical standards combine to generate global health and economic impacts. Our values include:

**P**assion – for the highest quality standards, delivery and performance

**R**eliability – in everything we do - leadership, learning, biosecurity, problem anticipation and containment of unexpected events

**I**nnovation – is the driving force behind our fundamental and applied science. Our work is positioned at the cutting edge of science to deliver solutions for global good

**D**ignity and respect – we respect and trust all in our diverse community

**E**xcellence – we aim to deliver the best in all aspects of our work including health, safety, biosafety, scientific research, customer service and protecting the environment

1. **Specification**

To deliver a comprehensive and integrated range of occupational health (OH) service provision and wellbeing support to enable the Institute to meet its legal duties under health and safety law and to ensure the health and wellbeing of its staff. The service provider should assist the Institute with the development of an OH and wellbeing strategy and to determine its health priorities. This is part of our overall commitment to employee engagement. This OH service provision covers all Institute employees and PhD students, it does not however, cover contractors working at the Institute.

The key elements of service provision include:

* Ill health prevention – limiting the impact of work on staff health
* Clinical health intervention – limiting the impact of staff health on their health at work
* Health promotion – the use of the workplace environment to promote healthy behaviours.
* To provide advice to the Institute Risk & Assurance, H&S committee on health issues as required.
* Liaise with pension scheme providers / medical advisor in all cases of ill health early retirement.

To support the above we require the OH service provider to meet the following services description and standards:

* 1. **Recruitment**

**Pre-employment screening**

* Online or paper based health questionnaire, to include life-style screening
* Telephone follow up
* Face to face medical assessment (as appropriate)
* Robust health screening and pre-employment reporting.

**3.2 Occupational Provision**

* Vaccinations and blood tests for lab work and travel overseas, to include seasonal influenza vaccination and vaccination recall. Vaccinations include, but are not limited to: Influenza, Hepatitis A, Tick-borne Encephalitis and Polio.
* Provision of metrics on incidents of work related ill health.
* In house OHA and/or OHP support once per month in line with the Institute OH needs.

***3.2.1 Case Management***

* Single case referral, including management and self-referrals
* Full case management including return to work assessments, sickness absence management and phased return to work.
* Musculoskeletal, emotional (mental health) and provision.
* Broad health surveillance including: driver medical, hearing checks, dermatitis, lung function, use of chemicals and biological agents.
* 24/7 emergency contact to deal with accidents and incidents involving biological agents of significant consequence.
* Post-exposure support.
* Provision of prophylaxis as part of site emergency plan.
* Provision of health record, as required under COSHH and held/available for 40 years.
* Health awareness promotion and education events including lifestyle screening
* Consideration given to development of a framework of engagement with Institute employees through use of a Health Gateway, offering resources such as a personal health risk assessment tools and remote health coach advisers.

**3.3 Employee Assistance Programme**

Provision to be based on a multi access system - 24/7 operational helpline / self-serve online portal service. The provision may be delivered as part of the supplier services or subcontracted in line with the Service Level Agreement. To provide confident advice and support to Institute employees on areas including (but not limited to):

* Health and well-being information
* Stress / anxiety at home or work
* Financial issues including debt management
* Family and relationship matters
* Access to trained and qualified counsellors
	1. **User Access Platform / Portal**

Identify how an enhanced wellbeing service will be accessed via user friendly IT platform / portal by employees both within and outside the Institute’s place of business.

* 1. **Health Promotion and Health and Wellbeing activities**

As per 3.4 above, employees may access health promotion information via a link on the Institute’s Intranet. The occupational health service will monitor the health needs of the Institute and look to promote the health of its staff through a variety of interventions (leaflets, presentations, workshops, seminars, training and briefing on health issues, production of written guidance for staff, web-based information).

* 1. **Assessment of inability and promotion of ability at work**

In line with the Equality Act (2010), individuals referred by the Institute or by self-referral to the service will be supported to gain and sustain employment or maximise their work potential by the occupational health service.

**Standard of performance and timescales for the above services will be agreed and stated within the SLA (Service Level Agreement).**

**Scope of Works**

The tenders will need to be able to demonstrate the following:

* The ability to deliver and supply a Wellbeing Management plan.
* Demonstrate a track record of working with and delivering wellbeing management within the last three years.
* SEQHS (Safe Effective Quality Occupational Health Service) accreditation is required or being worked towards.
* Evidence of the wellbeing management will be assessed during the supplier presentation and throughout the tender response.
* A track record of working with a scientific research organisation of a similar size / nature within this specialist field, although this is not essential and experience in other sectors will be seriously considered.
* A demonstration of experience of working with the range of health risks present at the Institute.
* Their OH physician will be an Associate of the Faculty of Occupational Medicine (AFOM) as a minimum requirement.
* As part of the tender process, contact details will be taken up of three client referees in support of the points above.

Those submitting tender documents should be prepared to attend a presentation day on site at The Pirbright Institute (refer to schedule in section 1).

1. **Tender Submission Requirements**

Tenderers should submit the following information/documents as part of their proposal:

* Introduction to company.
* Examples (up to 3) of previously delivered projects of a similar nature.
* Examples of demonstrable impact in organisations in which delivered.
* Details of the delivery team including previous experience.
* Completed supplier pre-qualification survey (see appendix A).
* Their service structure chart and contact information.
* Their own internal Medical Report Chasing Procedure.
1. **Tender Submission & Clarifications**

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| --- | --- | --- |
| **Name** | **Position** | **Email & Telephone** |
| Isabel Novas-Gonzalez | Reward Specialist | isabel.novas-gonzalez@pirbright.ac.uk    01483 231346 |
| Lester Demmer | Procurement Manager | lester.demmer@pirbright.ac.uk 01483 231336 |

1. **Evaluation of Tendering Responses**

In addition to the general criteria, once received, all submitted tenders will be evaluated by The Pirbright Institute Reward Specialist and Human Resources Team.

Evaluation will take the form of scoring as detailed set out below.

Clarifications will be sought where required before scoring is performed.

| # | Evaluation Criteria | Weight |
| --- | --- | --- |
| **1** | **Essential criteria** | **70%** |
|  | 1.1 | Your Company and Staff must hold or intend to hold at the time of Contract go live, scheme Licenses, qualified staff able to provide the services requested or equivalent and on-going training and development | 10% |
|  | 1.2 | Please provide details of how you intend to manage and resource the day to day running of this Contract. Please include a full and detailed proposal for the numbers and types of staff required for you to deliver the contract and which elements will be undertaken by onsite / offsite and subcontracted staff. | 10% |
|  | 1.3 | Provide a detailed pre and post contract implementation plan including all major milestones to include details of where customer involvement/input will be required .  | 20% |
|  | 1.4 | Provide comprehensive details of how you will manage business continuity issues specific to the provision of this contract; in particular please provide a plan of how you would manage the fulfilment of the contract requirement in times of any qualified staff or resources limitations.  | 20% |
|  | 1.5 | The provider shall outline how they would operate this Contract and are invited to Outline their Technical abilities to perform this contract to the specifications related to our particular industry.  | 5% |
|  | 1.6 | Please provide a training plan for a new employee with details of core training/induction requirements and also details of how this training plan will be managed and by whom. Please confirm all employees will be appropriately trained | 5% |
| **3** | **Price** | Tenderers should define the cost of design and delivery. | **30%** |
|  | **Essential + Price**  | **100%** |

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| --- | --- |
| **Score** | **Definition** |
| 0 | Non-compliant | No response or partial response and poor evidence provided in support of it.  Does not give the awarding committee confidence in the ability of the Bidder to deliver the Contract. |
| 1 | Weak | Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Bidder to deliver the Contract. |
| 2 | Minor reservations | Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail/evidence giving rise to some concerns about the ability of the Bidder to deliver the Contract. |
| 3 | Good | Response is comprehensive and supported by good standard of evidence. Gives the awarding committee confidence in the ability of the Bidder to deliver the contract. Meets the awarding committee’s requirements. |
| 4 | Very good | Response is comprehensive and supported by a high standard of evidence. Gives the awarding committee a high level of confidence in the ability of the Bidder to deliver the contract. Exceeds the awarding committee’s requirements in some respects.  |
| 5 | Excellent | Response is very comprehensive and supported by a very high standard of evidence. Gives the awarding committee a very high level of confidence the ability of the Bidder to deliver the contract. Exceeds the awarding committee’s requirements in most respects. |

The awarding committee will invite the top three scoring tenders to present their bids. The invitation to present will outline any additional questions the awarding committee has with regard to the tenders bid. The invitation will also include a brief on the information that the presentation should cover.

The Pirbright Institute intends to award any contract based on the most economically advantageous based on the award criteria provided as part of the tender documentation. The Pirbright Institute reserves the right to award all or none of the business described.

1. **The Pirbright Institute Terms and Conditions**

T & Cs are attached in Appendix C

1. **Confidentiality**

By submitting a tender proposal in response to this ITT the tenderer is agreeing to the following:

All information supplied to you by The Pirbright Institute, including this ITT and all other documents relating to this Procurement Process, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to participate in this Procurement Process and/or prepare your tender

Response) unless the information is already in the public domain or is required to be disclosed under any applicable laws.

You shall not disclose copy or reproduce any of the information supplied to you as part of this Procurement Process other than for the purposes of preparing and submitting a tender response. There must be no publicity by you regarding the Procurement Process or the future award of any contract unless the Customer Organisation has given express written consent to the relevant communication.

This ITT and its accompanying documents shall remain the property of The Pirbright Institute.

The Pirbright Institute reserves the right to disclose all documents relating to this Procurement Process, including without limitation your tender response, to any employee, third party agent, adviser or other third party involved in the procurement in support of, and/or in collaboration with, the Customer Organisation. The Pirbright Institute further reserves the right to publish the Contract once awarded and/or disclose

Information in connection with supplier performance under the Contract in accordance with any public sector transparency policies (as referred to below). By participating in this Procurement Process, you agree to such disclosure and/or publication by the Customer Organisation in accordance with such rights reserved by it under this paragraph.

The Freedom of Information Act 2000 (“FOIA”), the Environmental Information Regulations 2004 (“EIR”), and public sector transparency policies, including the placing of contract award notices on the Contracts Finder database, apply to The Pirbright Institute (together the “Disclosure Obligations”).

You should be aware of The Pirbright Institute’s obligations and responsibilities under the Disclosure Obligations to disclose information held by The Pirbright Institute. Information provided by you in connection with this Procurement Process, or with any contract that may be awarded as a result of this exercise, may therefore have to be disclosed by The Pirbright Institute under the Disclosure Obligations, unless The

Pirbright Institute decides that one of the statutory exemptions under the FOIA or the EIR applies.

If you wish to designate information supplied as part of your tender response or otherwise in connection with this tender exercise as confidential, you must provide clear and specific detail as to:

* The precise elements which are considered confidential and/or commercially sensitive.
* Why you consider an exemption under the FOIA or EIR would apply.
* The estimated length of time during which the exemption will apply.

The use of blanket protective markings of whole documents such as “commercial in confidence” will not be sufficient. By participating in this Procurement Process you agree that The Pirbright Institute should not and will not be bound by any such markings.

In addition, marking any material as “confidential” or “commercially sensitive” or equivalent should not be taken to mean that The Pirbright Institute accepts any duty of confidentiality by virtue of such marking. You accept that the decision as to which information will be disclosed is reserved to The Pirbright Institute, notwithstanding any consultation with you or any designation of information as confidential or commercially

sensitive or equivalent you may have made. You agree, by participating further in this Procurement Process and/or submitting your tender response, that all information is provided to The Pirbright Institute on the basis that it may be disclosed under the Disclosure Obligations if The Pirbright Institute considers that it is required to do so and/or may be used by the Customer Organisation in accordance with the provisions

provision of this ITT.

Tender responses are also submitted on the condition that the appointed supplier will only process personal data (as may be defined under any relevant data protection laws) that it gains access to in performance of this Contract in accordance with The Pirbright Institute’s instructions and will not use such personal data for any other purpose. The contracted supplier will undertake to process any personal data on The Pirbright

Institute’s behalf in accordance with the relevant provisions of any relevant data protection laws and to ensure all consents required under such laws are obtained.

1. **Appendices**

**Appendix A – Pre Qualification Questionnaire**

**Appendix B – Wellbeing Pricing Schedule**

**Appendix C – The Pirbright Institute Terms and Conditions**

**Appendix D – Clarification Document**